

Maricopa County

Customer Satisfaction Survey

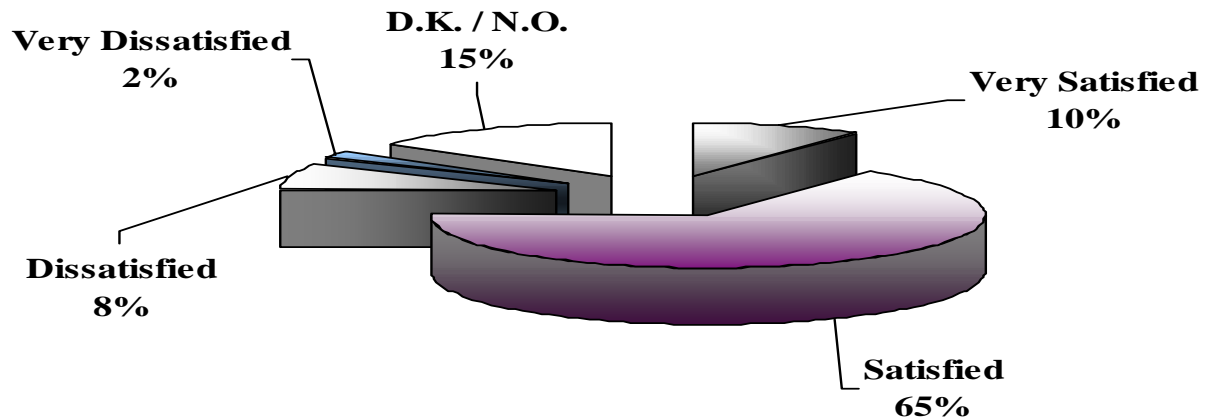
General Population August 2003



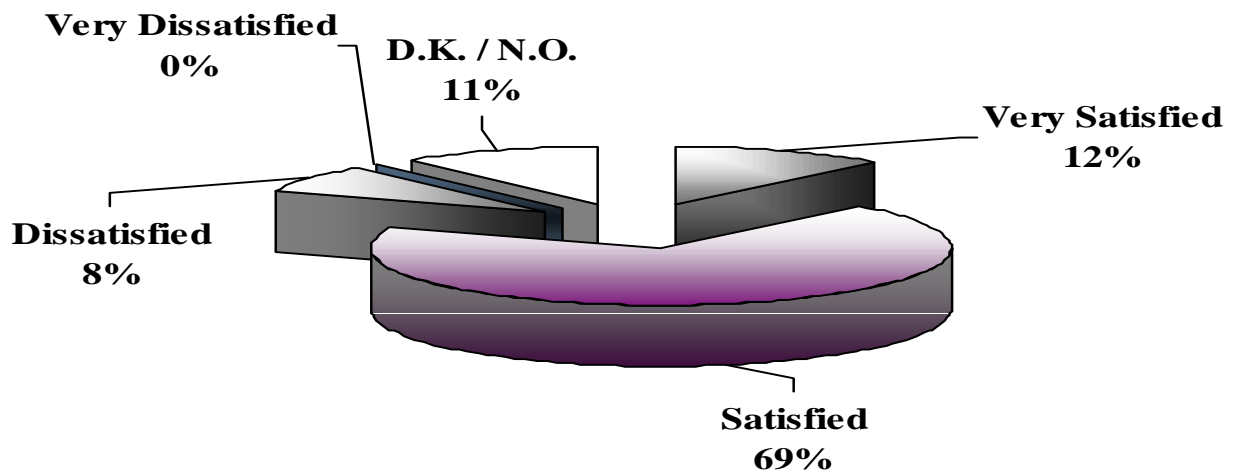
Conducted by Maricopa County Office of Research & Reporting

Satisfaction With County Government

August 2002

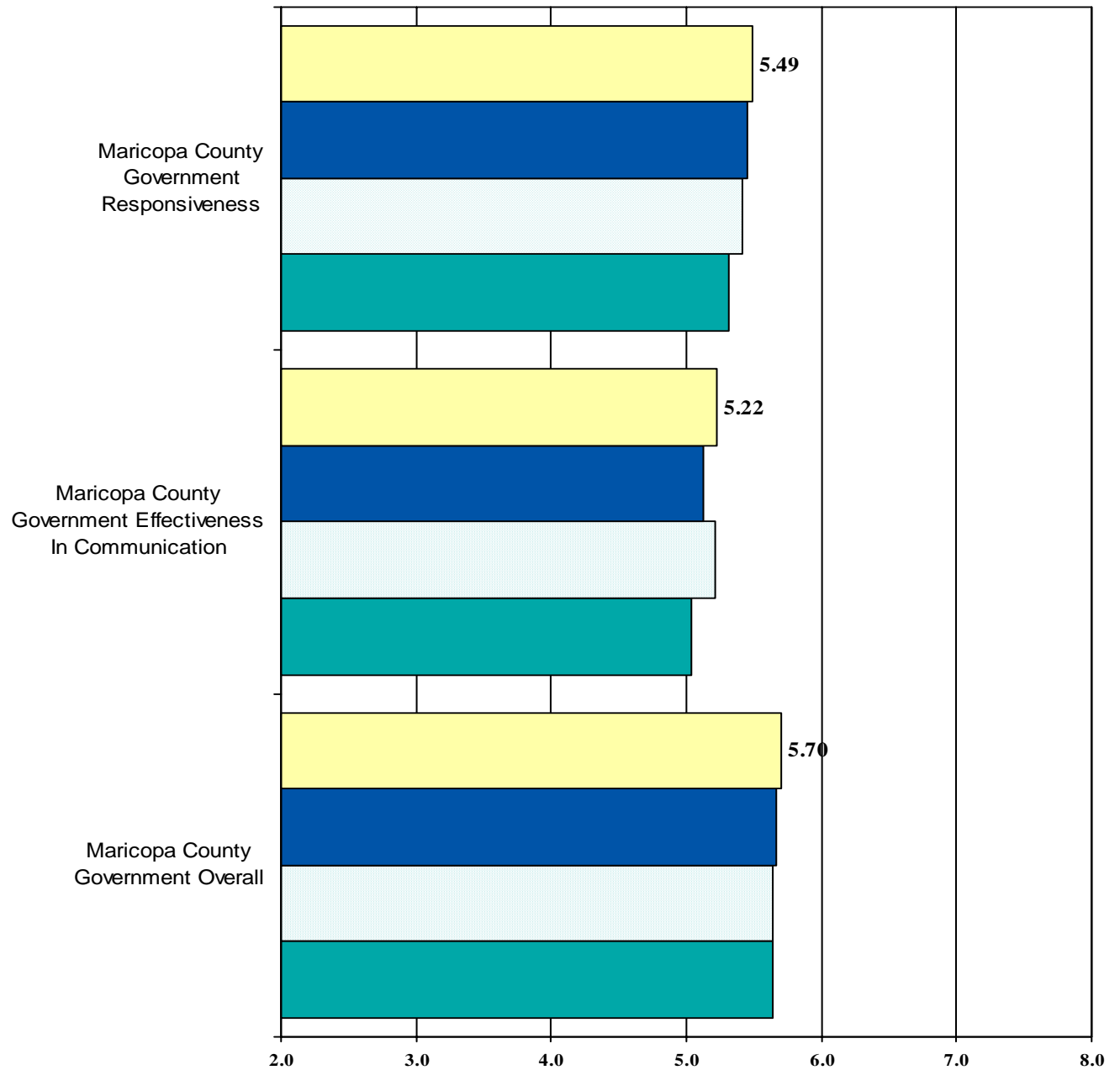


August 2003



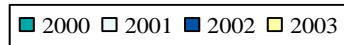
How satisfied or dissatisfied are you with Maricopa County Government?

Mean Rating Scores

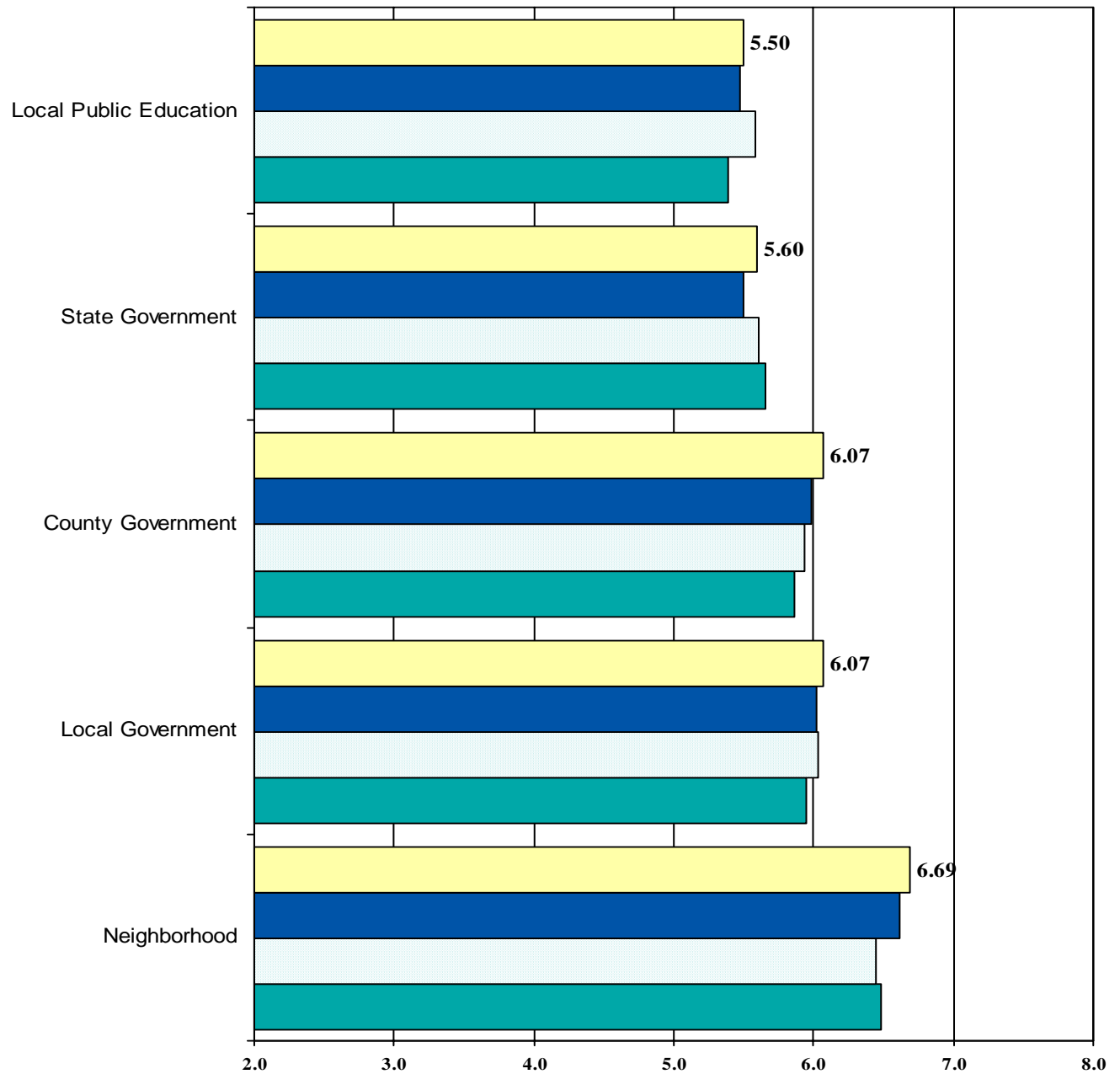


Excellent=8 ,Good=6, Fair=5

Poor=4, Very Poor=2

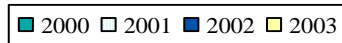


Mean Satisfaction Scores



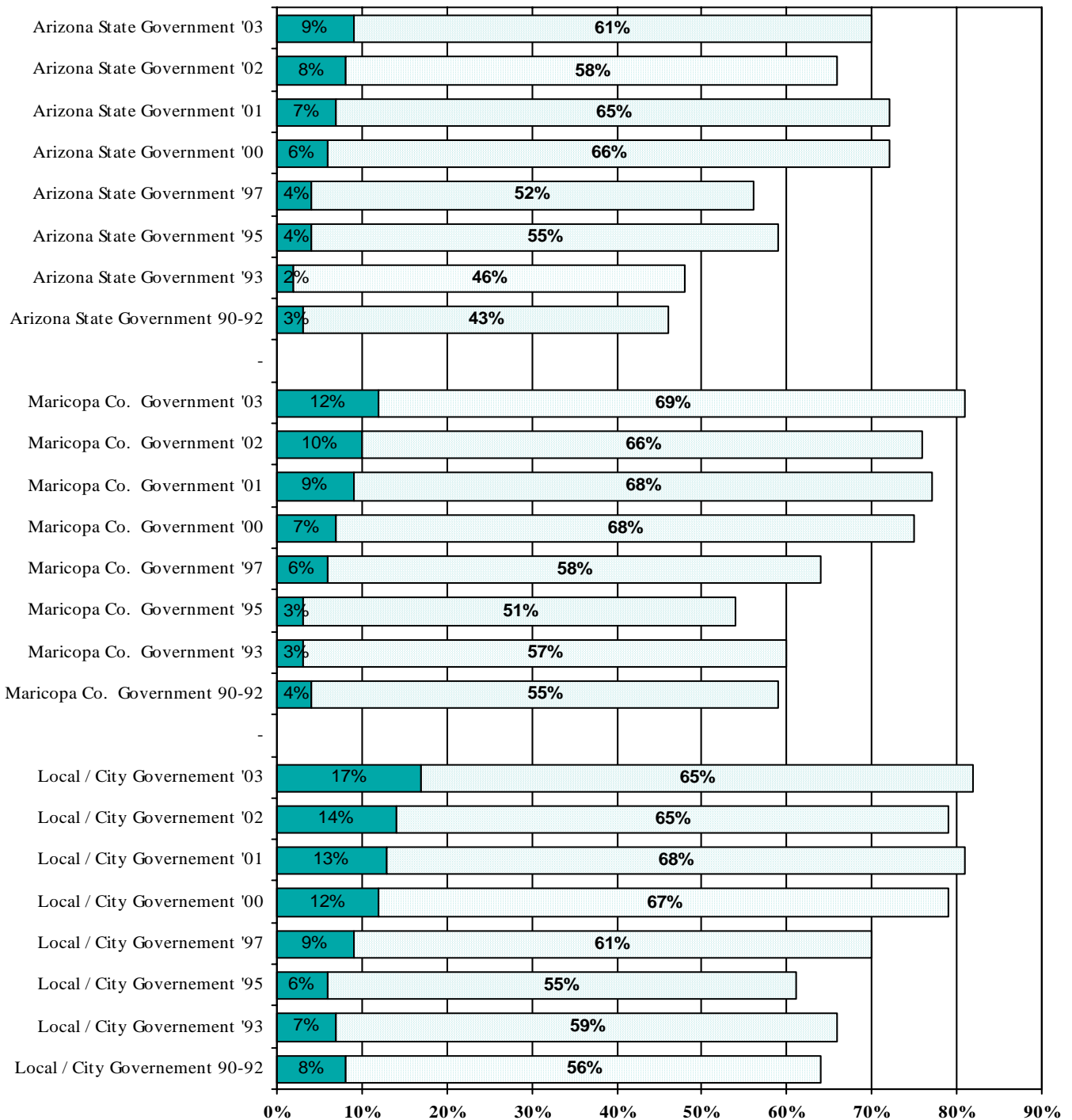
Very Dissatisfied=2, Very Satisfied=8

Scores Above 5=Positive, Below=Negative



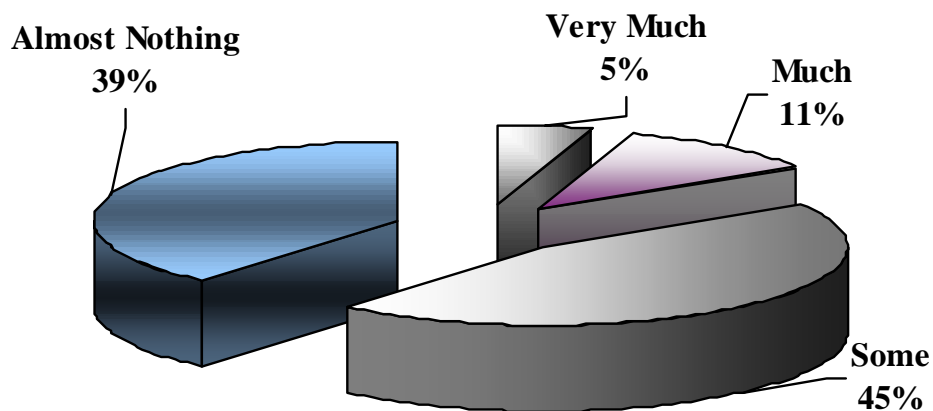
Conducted by
Maricopa County
Research and
Reporting

Percent Satisfied With State, County, & Local Government

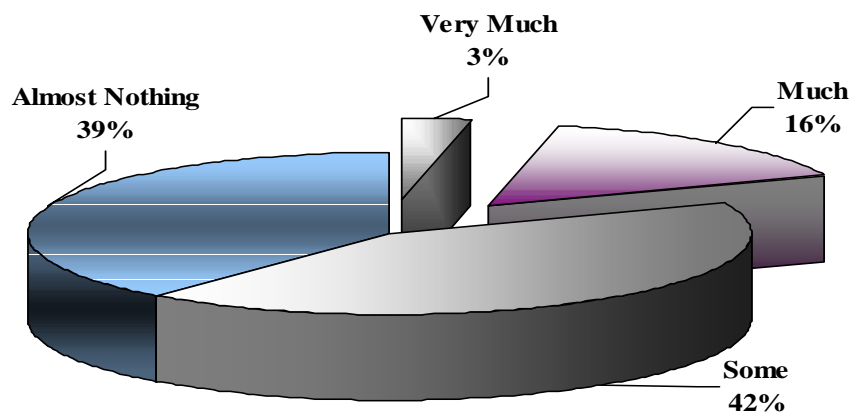


Knowledge of County Structure

August 2002



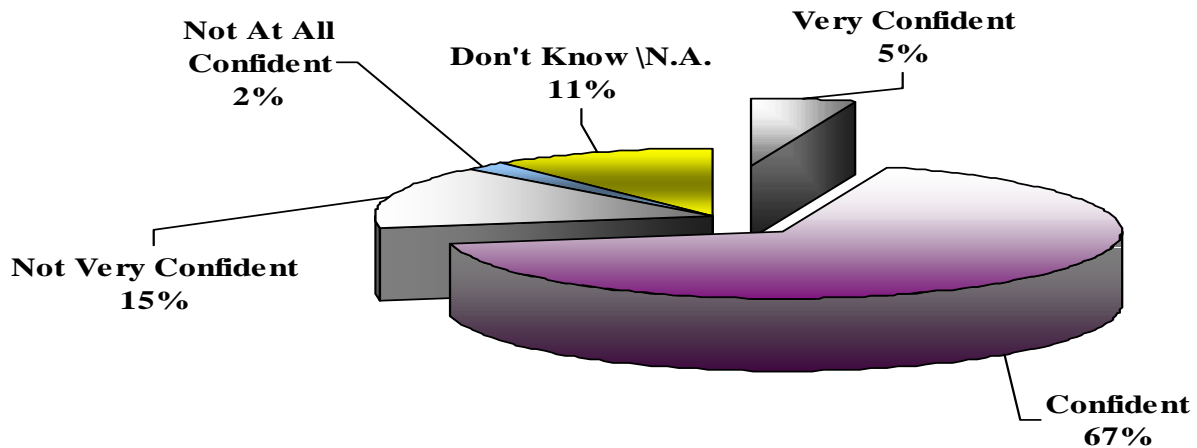
August 2003



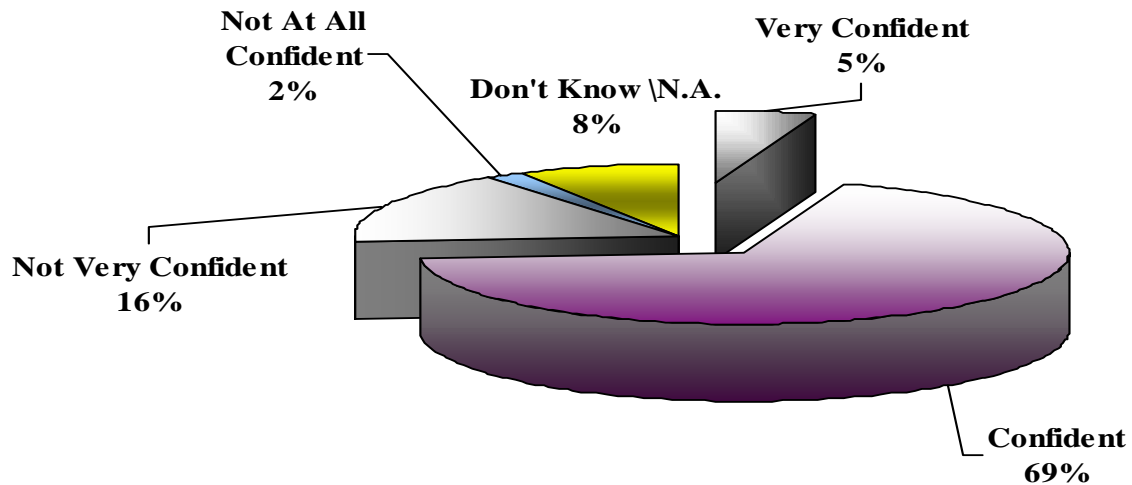
How much would you say you know about the structure and organization of your county government? Would you say you know very much, much, some, or almost nothing?

Confidence In County Government

August 2002



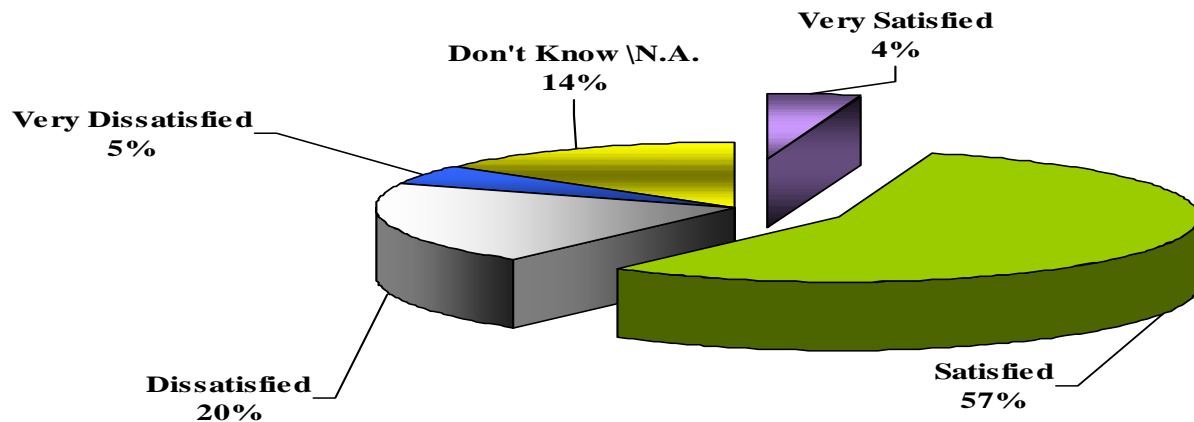
August 2003



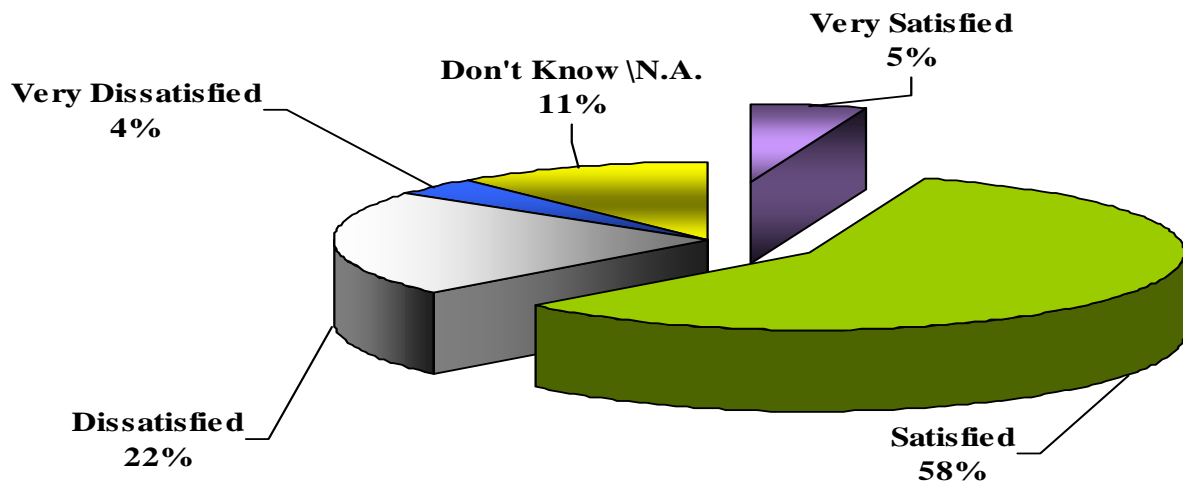
In general, how confident do you feel about the job that your county government is doing? Are you very confident, confident, not very confident, or not at all in the county government?

Satisfaction With County Cost Effectiveness

August 2002



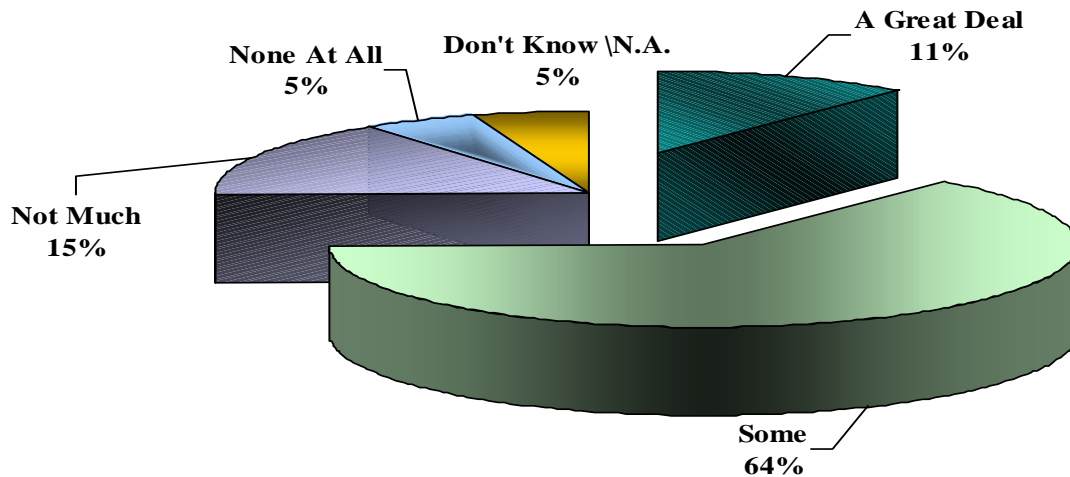
August 2003



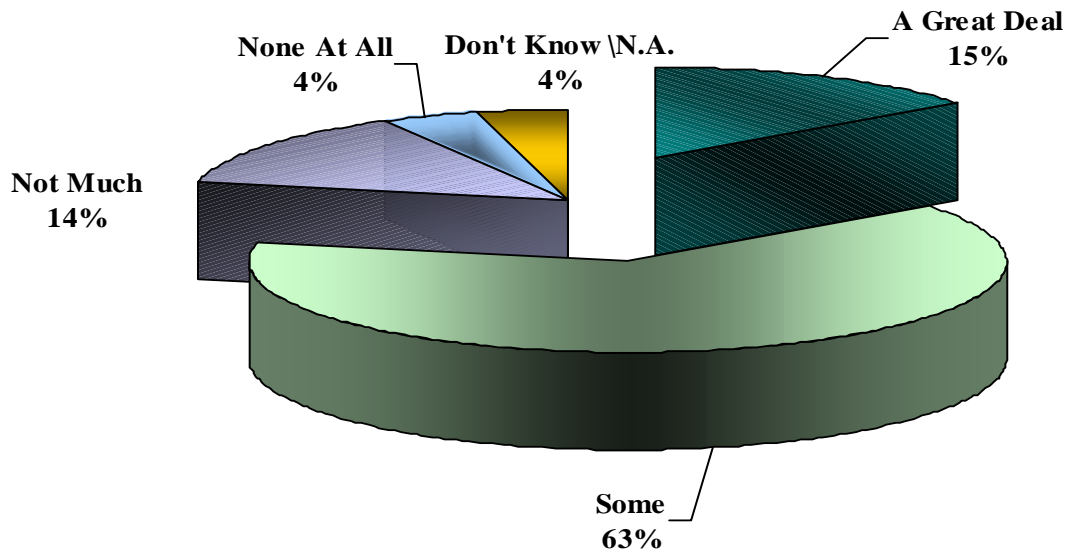
How satisfied are you that Maricopa County uses your tax dollars to provide services in a cost-effective manner?

Trust In County Government

August 2002



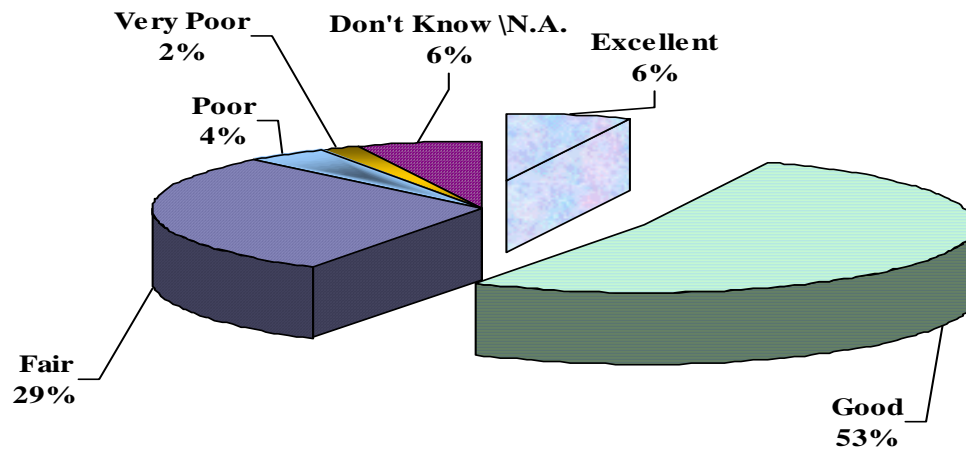
August 2003



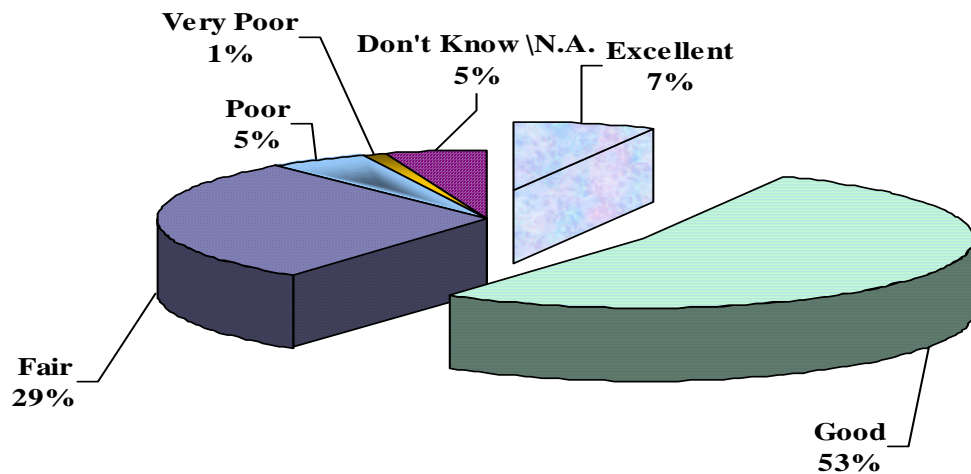
How much trust do you have in the county government? Would you say a great deal, some, not much, or none at all?

Rating of Maricopa County Government

August 2002



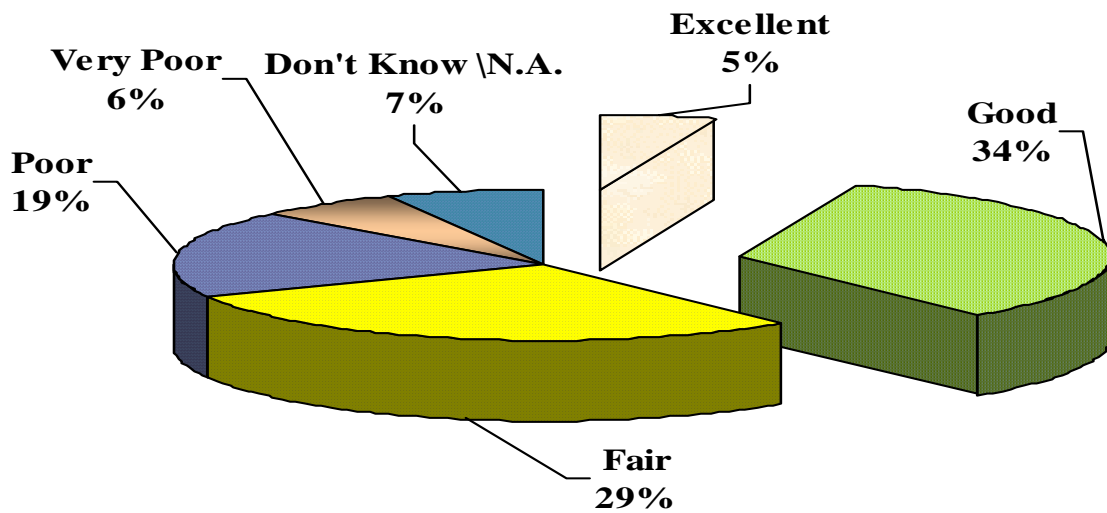
August 2003



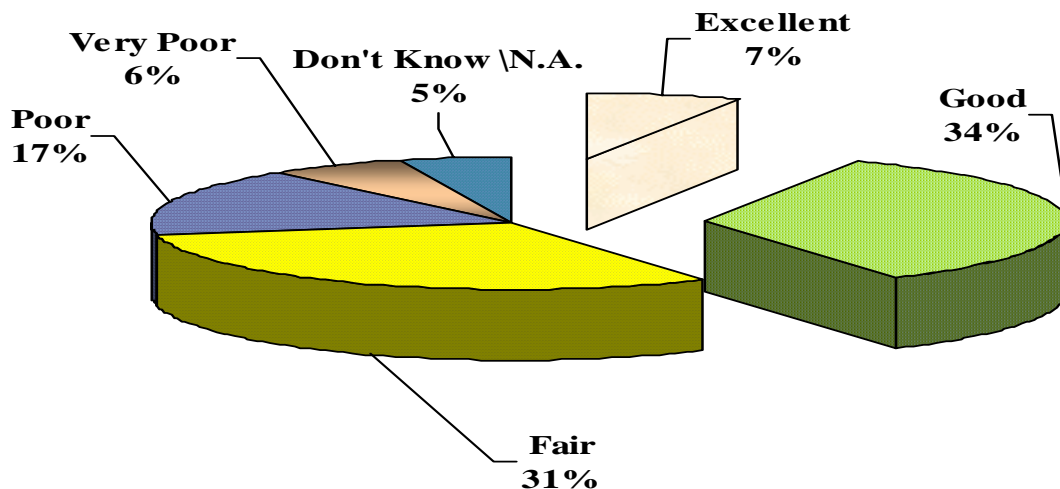
In general, how would you rate the job the Maricopa County is doing?
Would you say it is excellent, good, fair, poor or very poor?

Rating of County Effectiveness In Communication

August 2002



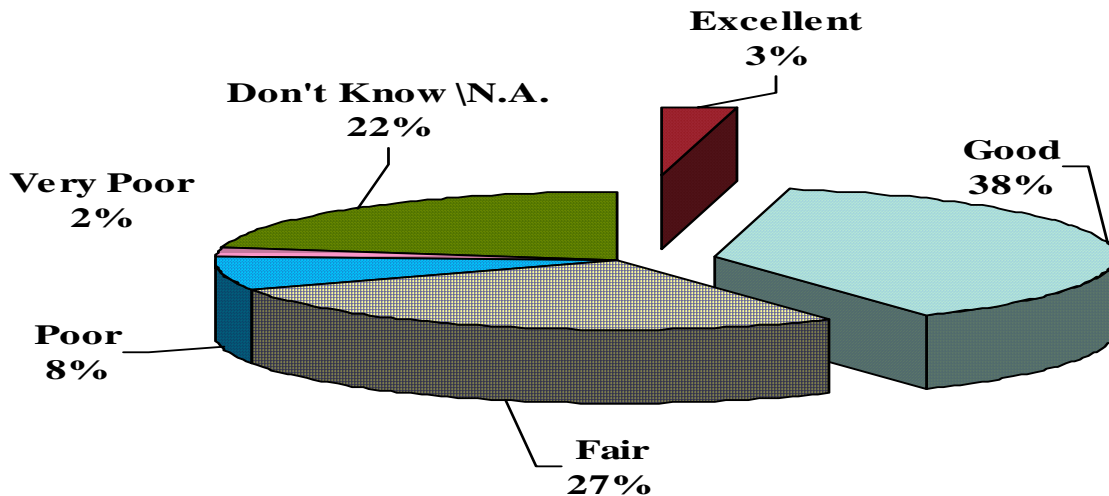
August 2003



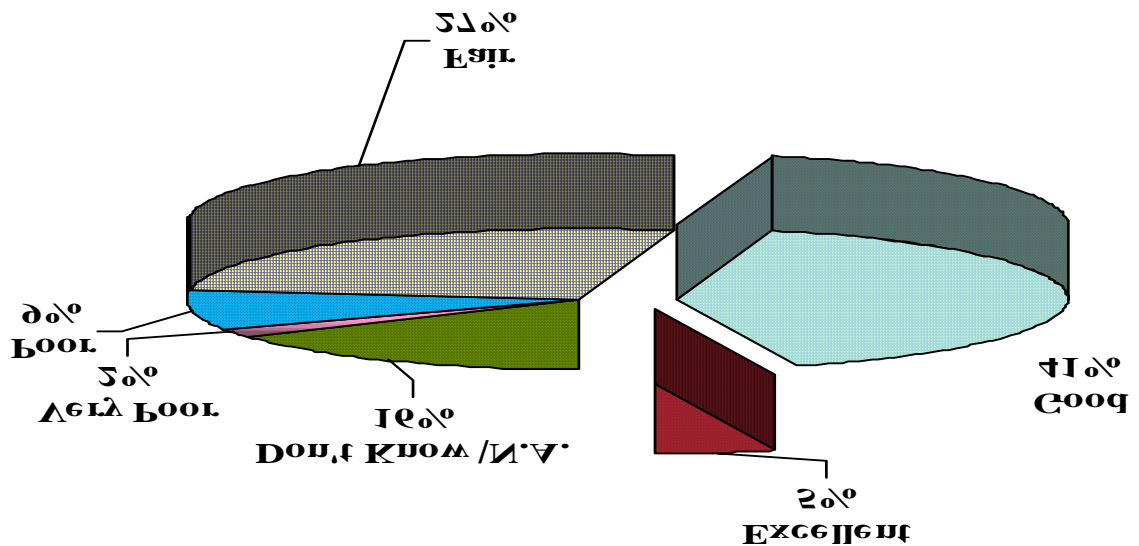
How would you rate the effectiveness of Maricopa County in telling the public about the services it provides?

Rating of County Government Responsiveness

August 2002



August 2003



What about the responsiveness of county government, would you say it is excellent, good, fair, poor or very poor?

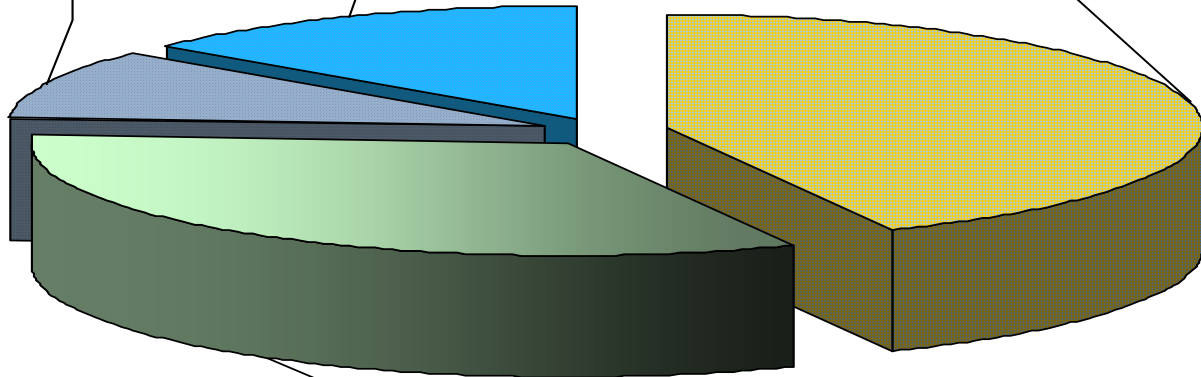
Desired Role Of County In Regional Issues

August 2002

**Smaller Role
10%**

**Don't Know \N.A.
14%**

**Bigger Role
43%**

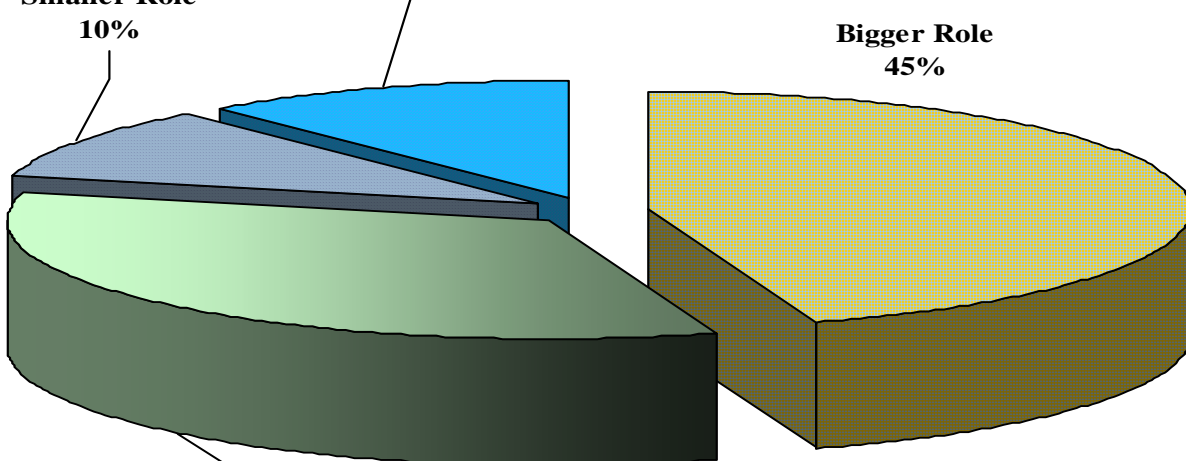


August 2003

**Smaller Role
10%**

**Don't Know \N.A.
11%**

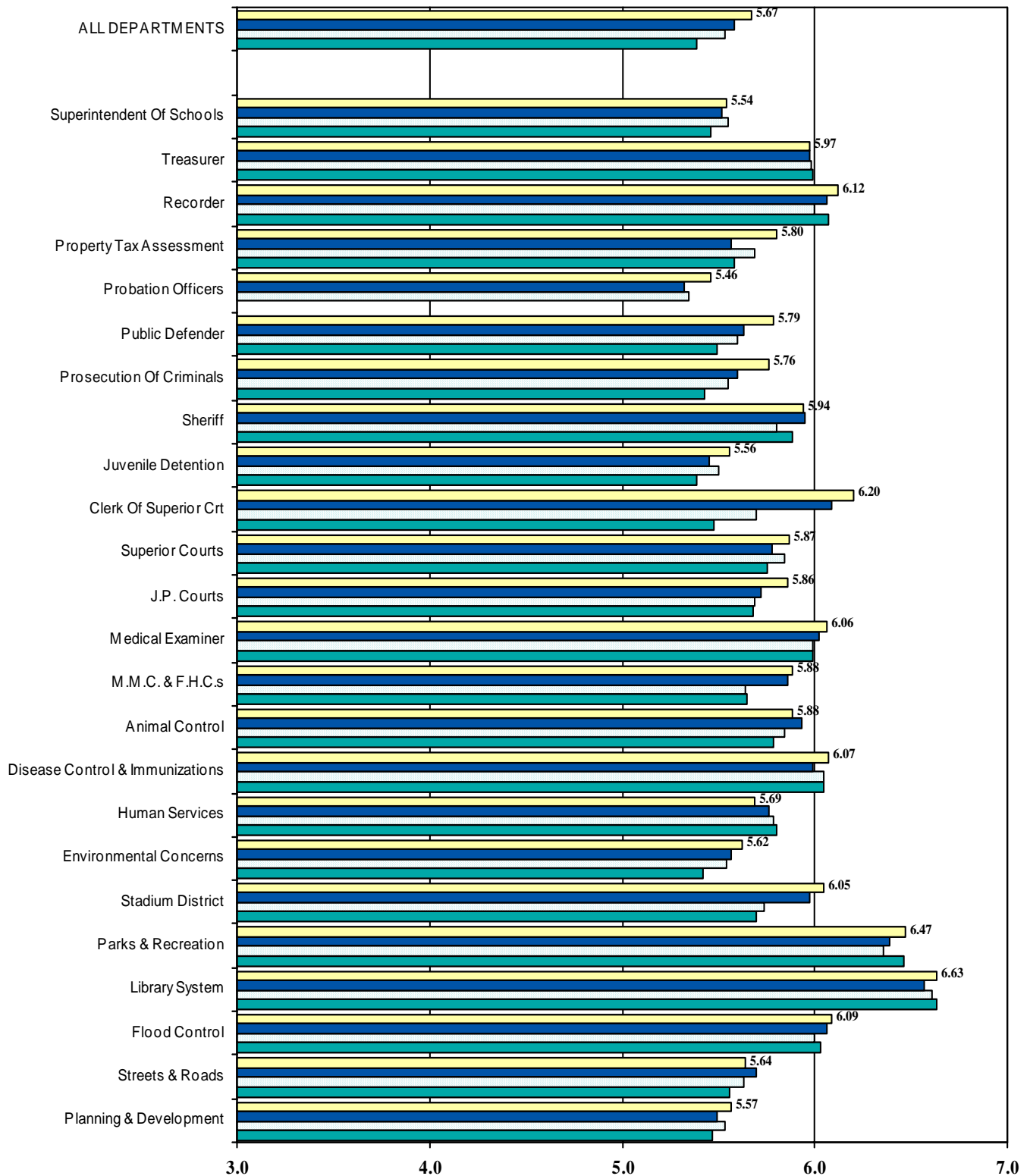
**Bigger Role
45%**



Do you think the county should take a bigger role, remain about the same, or take a smaller role in regional issues?

**Remain About the
Same
34%**

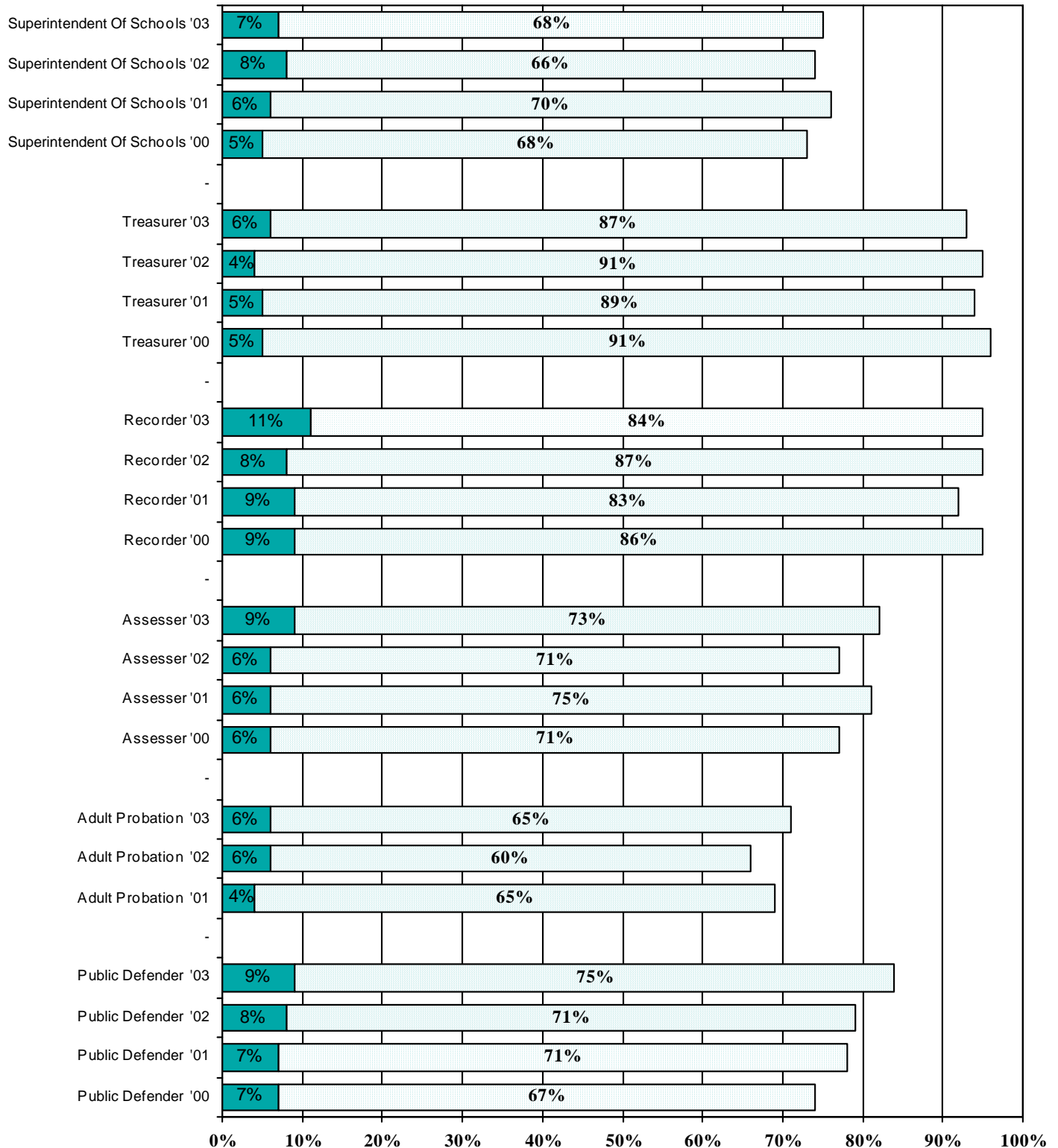
Departmental Mean Satisfaction Scores



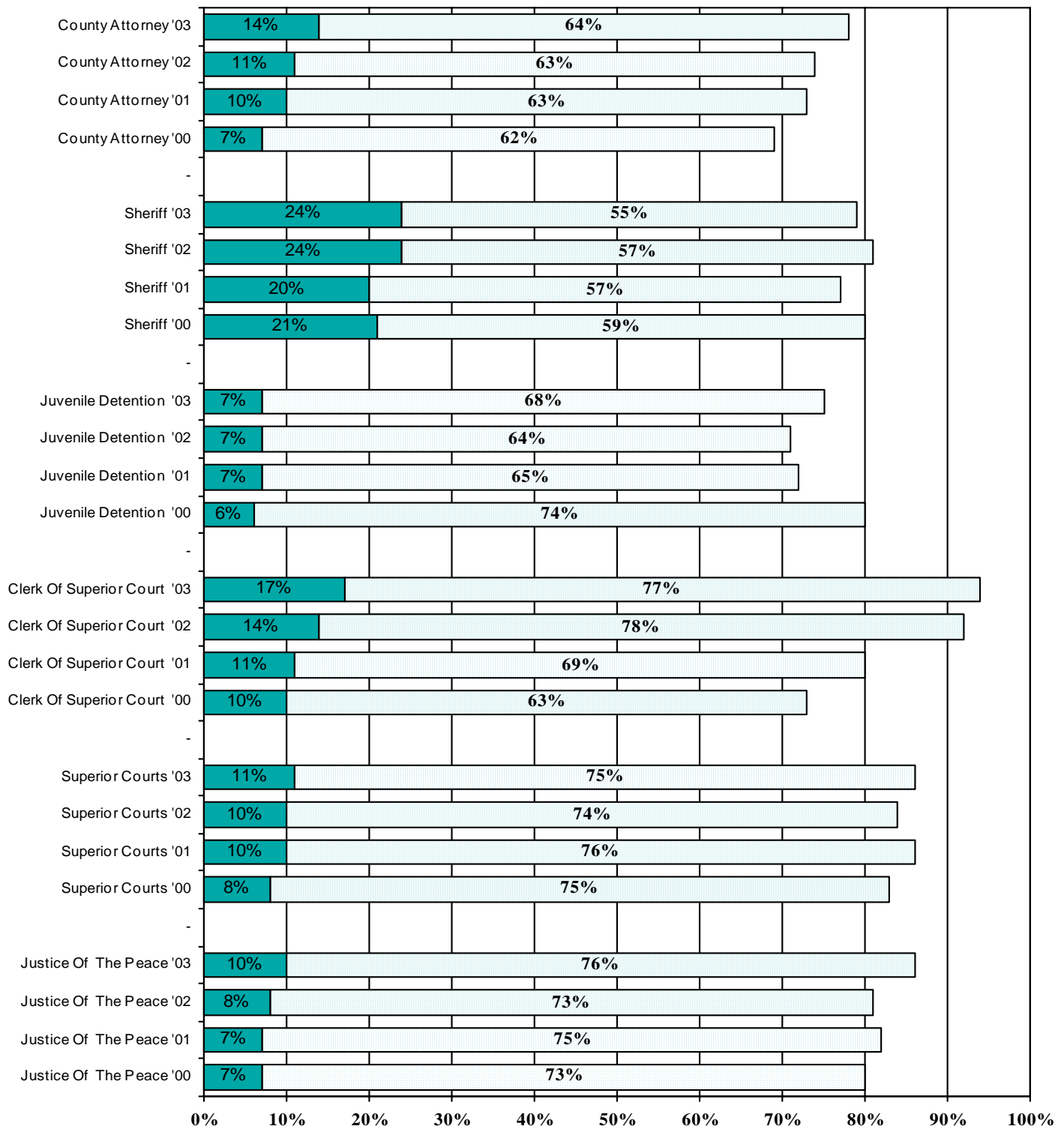
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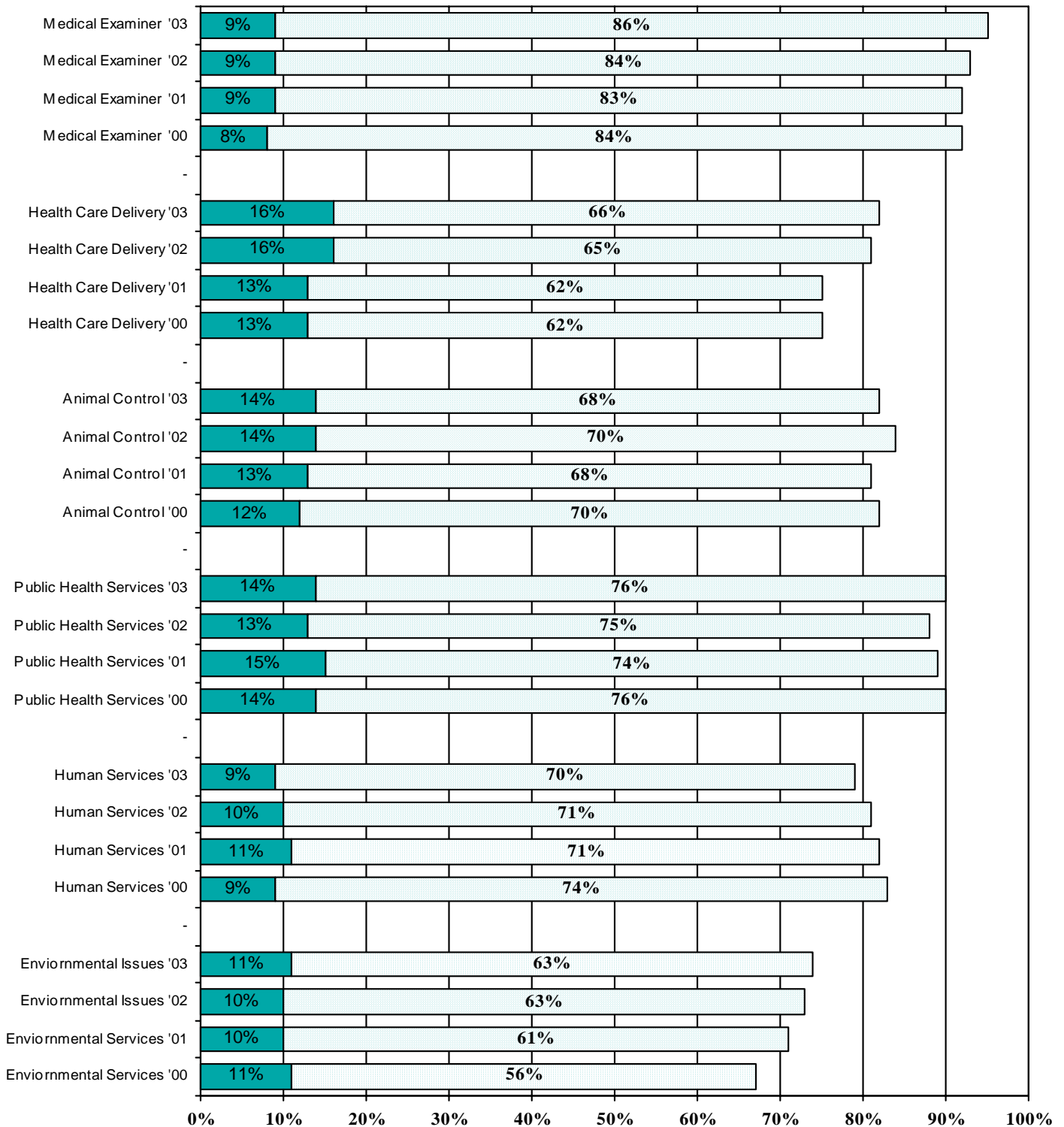
Satisfaction With Departmental Services Excluding Respondents With No Opinion



Satisfaction With Departmental Services Excluding Respondents With No Opinion



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